



# News

State of Delaware  
Department of Finance  
Division of Revenue  
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FOR IMMEDIATE RELEASE

## **Governor Presents Division of Revenue with Resolution and Tribute for 2004 Gore Award**

DOVER, DE – May 9, 2005 – Governor Ruth Ann Minner and members of the General Assembly honored the Delaware Division of Revenue this past Thursday as the recipient of the 2004 Gore Award.

In separate ceremonies at Legislative Hall, Governor Minner and members of the House and Senate conferred the tribute to Revenue on behalf of the State of Delaware. Representative Deborah Hudson (R- Fairthorne) sponsored a House resolution, Senator Robert I. Marshall (D - Wilmington West) sponsored a Senate tribute and Governor Ruth Ann Minner presented a tribute by the Office of the Governor.

All spoke on the prestige of such an award to an Agency of the State of Delaware.

The Delaware Gore Award is the highest award given by the independent panel of judges of the Delaware Quality Award to private and public organizations, and this year's honor represents the first time a state agency has attained such a high level of achievement. Based on the Malcolm Baldrige National Quality Award Criteria, the Delaware Quality Award honors companies and organizations that excel in customer satisfaction, leadership, strategic planning, valuing people, operational processes, community impact, and business results.

"Revenue touches virtually every individual and every business in Delaware," says Division Director Patrick Carter. "We are pleased and honored to receive such a top honor."

The 185 people of the Division of Revenue administer 20 different tax types, process over 1 million business and personal tax returns, and issue nearly 300,000 personal income tax refunds each year. The Division provides between 60% and 70% of the state's General Fund revenues.

In 1999, the Delaware Division of Revenue received the Delaware Quality Merit Award as well.

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